



VOLUME 2, ISSUE 1

ANDOVER

Municipal Services

Winter Newsletter



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DIRECTOR'S MESSAGE

After an unseasonably warm January, February arrived with snow, a reminder that we still have quite a few weeks of winter remaining. Here in Municipal Services we've been quite active taking care of the Town's buildings, roads, water, drainage, and sewer systems but it hasn't always been without its challenges.

We've been planning and designing projects for the spring and summer months, including the new façade for the Collins Center, closing the landfill, and improving our website. We have been reviewing the needs of the community, meeting with the residents and helping prepare for the Annu-

(Continued on page 2)

Quick Facts

Upcoming Holidays –Town Offices Closed-No Trash & Recycling
-02/20 Washington's Birthday
-04/17 Patriots Day
-05/29 Memorial Day

[View the Trash and Recycling Guide](#)

Burning Season-Jan 15th to May 1st
 Permit info and packet available at the Fire Department call 978-475-1281 for more info

Report a Pothole
 Call 978-623-8800
 or [use MaintStar/Mobile Citizen](#)

[View Municipal Services News and Projects](#)

Please view the back page for a list of our new numbers and shortcuts to our new webpages!

WATER METER READING & BILLING CYCLES CHANGES

Beginning in January 2017, in an effort to improve customer service and water meter reading/billing efficiencies, the Town of Andover is implementing adjustments to water meter read routes and billing cycles.

There will now be three District Metering Areas (DMA's) which coincide with the three distribution zones in the Town's water system. Each DMA will be read on a quarterly basis to help the Water Division monitor water demand and usage in each pressure zone, and to more accurately determine and locate water leaks and unmetered water use.

The implementation of District Metering Areas will result in a new schedule for customer billing for water and sewer services. Instead of semi-annual billing cycles, water bills will be issued on a quarterly basis.

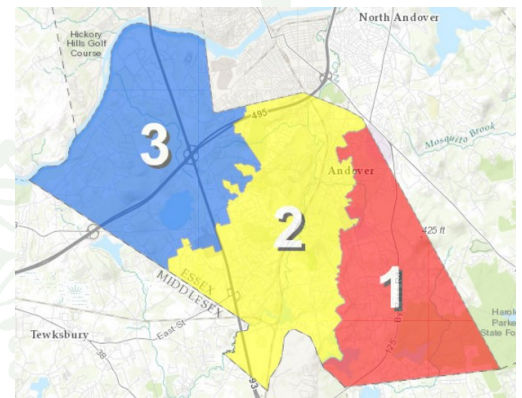
Please note: Final bills for water usage in 2016 will be issued to all customers in late January 2017. The first quarterly meter read/bill cycle will begin in April 2017.

What is a District Metering Area (DMA)?

It is defined as the area serviced by a particular set of storage tanks within town. The Water Department sometimes calls these "pressure" or "distribution" zones. The DMA's take into account how water is distributed within town based on land elevation, system pressure, and water main capacities.

Why are you implementing this change?

The new billing sections are based on the three water supply areas of town. The change is a more efficient way to read water meters and bill for water usage.



District Metering

District Metering Area

- 1 - January, April, July, October
- 2 - February, May, August, November
- 3 - March, June, September, December

The Water Districts in Andover and their Reading and billing months.

Are water and sewer rates changing?

No, the tiered water rates approved by The Board of Selectmen on July 1, 2016 are not changing. The tiered rates will be "adjusted" to accommodate a quarterly billing cycle that has replaced the previous semi-annual billing cycle.

What District am I in?

If you're not sure which district your service is in, you can [use our interactive map](#) on the Town's website to search your property.

Still have questions?

View all our District metering Area Frequently asked Questions on the Town's Website for more questions and answers. You can also email us at DistrictMetering@andoverma.us or call at 978-623-8889.

al Town Meeting, scheduled to begin on May 1st.

The 2017 Annual Town Meeting promises to be busy, with some exciting requests, including a new Municipal Services Facility. This proposal allows us to increase our efficiencies by bringing some of our divisions together that currently are housed miles apart. It also opens up a parcel of land downtown for redevelopment. This is an exciting opportunity, and one that is long overdue.

Other important articles will request accepting Chapter 90 money from the Commonwealth to resurface the Town's roads and also an article to continue our efforts to improve our water distribution system. We will also be increasing our energy efficiency with an Article to change our street lights to LED technology. And while on the subject of energy, I'm pleased to say that with the recent completing of the solar array, we will be receiving credits on our electric bill thanks to the Board of Selectmen.

These requests and recent changes will save money for the Town of Andover, and therefore you, the taxpayer. Additional requests are for the maintenance of our town and school buildings, trucks, sewer improvements and other items that many people may not even think about. Please attend this year's Town Meeting; it's your chance to get involved and have direct input in the running of the Town of Andover.

Municipal Services provides many of the services you use every day, and we want to provide the very best customer service that we can. Toward that effort, please contact us with your questions and concerns. I want to help, and so do the employees of the Department; that's why we're here.

I hope everyone enjoys the remainder of the winter, perhaps getting on the slopes or putting on some skates. And for those of you getting tired of the cold, hang in there, baseball pitchers and catchers report on February 14, and I know this will be a great year.

Christopher Cronin

Director of Municipal Services

CONSTRUCTION UPDATES – ENGINEERING DEPARTMENT

DPW projects

Sidewalks and Wheelchair Ramps

Construction of a new sidewalk and wheelchair ramp on Woburn Street at Ballardvale Road was completed in the Fall 2016.

Wheelchair ramps were completed in Fall 2016 on portions of Shawsheen Road, High Plain Road, Harding Street, Elm Street and River Street as part of the road paving work coordinated through the Highway Department.

Sidewalk construction on a portion of River Street (from house #53 to #83) began in the Fall of 2016 and is suspended for the winter. Work is anticipated to resume in the Spring, as soon as weather will allow, and is anticipated to be completed within two months.

Water Main Improvements

Water main improvements in the Shawsheen Heights area (Corbet Street Princeton Street, Bowdoin Road, Harvard Road, George Street, Yale Road, Dartmouth Road, Ayer Street) and on portions of Chestnut Street and Summer Street began in June and was substantially complete in December 2016. Work is anticipated in Spring 2017 for final punch list work, loaming and seeding, cleanup and road paving. Other water main improvements, at locations to be determined, are anticipated in 2017.

Drainage Improvements

Installation of new stormdrains has been completed on a portion of Blanchard Street, Lincoln Street and Juniper Road in the Fall of 2016. Improvements are proposed on Samos Lane at Chandler Road in Spring 2017.

Other Projects

Essex Street / Pearson Street RR crossing (MBTA & Keolis project)

Project to install second track at this crossing and install drainage and sidewalk improvements was completed in Fall 2016.

North Main Street Bridge over MBTA RR (MADOT project)

Reconstruction of this bridge is continuing with the relocation of various overhead and underground utilities. MADOT is expected to begin the first phase to replace the abutments and demolition of half of the bridge deck in Spring 2017. During this work, traffic will be reduced to one lane in each direction which will affect the flow of traffic. Delays can be expected and drivers should seek alternate routes if possible. More updated information will be posted on the town website prior to the start of this phase of the project as soon as it becomes available.

Also, please visit the [Massachusetts Department of Transportation - Highway Division's Project page](#) for more information on this project.

Gas Main Construction (Columbia Gas Co.)

The installation of new gas mains at the following locations has been completed in Fall 2016:

- Jonhson Acres (Cheever Circle Johnson Road, Cedar Road., Coolidge Road, Shipman Road and Elm Street.)
- Lewis Street and Buxton Court
- Gas main construction began in 2016 and is currently continuing on Union Street, Shepley Street and Binney Street.
- Other gas main work is currently underway on Stinson Road.

For questions regarding any of these projects, please email the Engineering Division at: dpw-engineering@andoverma.gov or call them at 978-623-8770.

DID YOU KNOW — Andover Municipal Services has a News and Projects Page? [View our latest news and project resources](#) on the Town's Website!

You can also [view a list of all upcoming and ongoing projects around town.](#)

EMPLOYEE SPOTLIGHT: TOWN CHEMIST RECEIVES AWARD

Alan Carifio, Chief Chemist/Lab Director at the Town's water treatment facility, has been honored by the New England Water Works Association (NEWWA) for his contribution to their Journal this past year. Alan has received the "Dexter Brackett Award" for his publication on extending the service life of granular activated carbon, an action that has saved the Town of Andover hundreds of thousands of dollars over the past few years and will continue to do so in the future. This is the second time Alan has received the Dexter Brackett Award, the first being awarded in 2005 for his article on a new carbon testing methods.

The "Dexter Brackett Award" was established in 1916 in honor of an early prominent member of NEWWA. The award is presented annually to the member of the association who authored the most meritorious paper published in the Journal of the New England Water Works Association during the previous year.



Alan Carifio (left) receiving his award from Executive Director of the New England Water Works Association Steve Ryan (right).

About Alan

Alan came to work for the Town's Water Treatment plant as its Chief Chemist in February of 1991. Within three years Alan helped the Town's chemistry lab become a MassDEP Certified Laboratory, through

the Division of Environmental Laboratory Sciences certification program, allowing Andover to help neighboring communities with their water testing needs by offering testing services.

Alan has also worked as a chemist at Raytheon Research in Waltham MA and also at the Haverhill Wastewater Treatment Plant.

About the Article

In 2016 Alan wrote about his experience when working to extend the life of granular activated carbon or GAC. This compound, which is used to absorb natural organic compounds and synthetic organic chemicals in drinking water, is considered to be the best available technology for the removal of many organics in surface water by the United States Environmental Protection Agency. Replacing this medium however can be expensive and each of Andover's 8 filters costs roughly \$80,000 apiece to change. In the past, two filters were changed on a yearly basis.

A new strategy of source water proactive algae control, a higher ozone pretreatment dose and year round addition of powdered carbon has extended the service life of each GAC filter in Andover by 3 years.

As always, water safety and quality comes first in Andover. Treated water from the plant has passed or exceeded all EPA & state DEP testing requirements during this period.

Please read the excerpt below for an overview of Alan's award winning article and also to learn a little about the water treatment process.

The following is an excerpt from the December NEWWA Journal.

ABSTRACT

Changing Granular Activated Carbon (GAC) filter beds was performed on a set schedule in 20 of the last 25 years at the Ando-

ver Water Treatment Plant. Originally the plant consisted of four GAC filters expanding to six and eventually eight. At least two or three filters were changed yearly and no filter was in service for more than two years. Because of consistently good Total Organic Carbon (TOC) removal with low distribution Trihalomethane (THM) and Haloacetic Acid (HAA) values, and no taste and odor problems, it has been 3 years since any filters were changed. Four of the eight filters were changed in 2012. Two other filters have been in service for four years and two filters for five years. Between 1 and 1.5 billion gallons have been filtered through 6 of the 8 filters without compromising water quality. All filters will remain in service until fall 2015 and by then even the newest filters will



A picture of the Dexter Brackett Award

have treated over 1 billion gallons each. All aspects of treatment have been monitored and extensive data was compiled over the last five years. The author believes the GAC filters have been so successful because of changes in surface water algae management, combining and optimizing ozone and powdered activated carbon pretreatment, and the evidence of biologically activated processes extending the life of the carbon.

-NEWWA Journal December 2015 VOL. CXXIX NO. 4

For more information about water treatment, contact the Water Treatment Plant at 978-623-8700 or email at dpw-treatment@andoverma.gov.

Want learn more about the water treatment process? [Take a Virtual Tour!](#)

DO NOT FLUSH!

Even if they're small, even if the package says "**flushable**," they are not! Some everyday items can cause messy and expensive problems for your plumbing and our sewer treatment facilities.

No Wipes Down the Pipes!

Putting these items down toilets or drains may cause **RAW SEWAGE** to back up into **YOUR HOME**



Products that might seem safe to flush down the toilet, such as personal care wipes, dental floss and paper towels, don't dissolve quickly – or at all – in water. If a piece of undissolved material gets caught within a pipe, it can trigger a buildup that could cause a sewer backup in your home or the entire neighborhood.

The sewer lines and sewer pump stations are designed to handle water, human waste and toilet paper only.

NOT to be flushed down toilets or poured down drains:

- **Baby wipes, toilet wipes, towelettes, Disinfecting wipes, or cloth wipes of any kind (even if the container indicates that they are "flushable")**
- **Diapers, nappies, pet training pads**
- **Paper/tissue (other than toilet paper)**
- **Medications (Prescription, or over-the-counter)**
- **Feminine hygiene products of any kind**
- **Cigarette Butts**
- **Cat litter, even if it says flushable**
- **Beauty products, Q-Tips, dental floss**
- **Plastic, latex, rubber of any kind**
- **Grease of any kind – especially cooking grease**
- **Garden supplies (such as pesticides, fertilizers)**
- **Paint, varnish, paint remover**
- **Motor oil, gasoline, or any explosive material**

All of the items mentioned should be thrown out with the trash or disposed of properly. View Andover's Trash & Recycling Guide for more proper disposal information.

Remember... **only water, human waste and toilet paper should be flushed down toilets.** Clogged sewer lines and pumps lead to sewer backups into homes, which are expensive to clean, repair and disinfect. This cost is borne by you, the sewer rate payer. Repairs and maintenance of sanitary sewers and pump stations add additional cost to rates.

Please share this information with all members of your household. If you have an outside contractor come in to clean your home, please be sure to pass this information on to them as well.

If you have any questions please feel free to call If you have any questions please email Municipal Services at dpw@andoverma.gov or call 978-623-8700.

Additional Resources:

[Do Not Flush Advisory \(PDF\)](#)

[Approved FY16 Water Rate & Projections](#)

FAQ- [How do I dispose of old medications?](#)

[Household Hazardous Waste Collection \(PDF\)](#)

HELP KEEP FIRE HYDRANTS CLEAR THIS WINTER

The Water and Sewer Maintenance Division continues to perform service and maintenance on both the Water Distribution and Sanitary Sewer Collection system, although somewhat of an abbreviated schedule during the winter months, except for emergencies and critical areas. We continually to strive to be proactive in the maintenance of the Towns Water and Sewer systems.

The division also works in conjunction with other Town Departments and Divisions to perform necessary snow and ice removal duties.

With more than 2,300 hydrants in town it

takes considerable time to get to them all after each major snow storm, and the more help we get from folks the quicker we can get them cleared and easily accessible in the event of an emergency. Please assist the Water and Sewer Division in keeping Fire Hydrants clear for your own safety.

Also—please remember that: In accordance with Massachusetts General Law Chapter 148 Section 27B it is unlawful to pile, push, or plow snow or ice on or against any fire hydrant in any public or private way. Please make sure not to shovel, plow, or blow snow onto the hydrants when clearing your property.



If you have any questions, please email watersewer@andoverma.gov or call 978-623-8860

To provide a responsive, well-planned and cost effective maintenance operation and capital improvement program for all Town and School buildings, building systems, grounds, forestry, cemetery and vehicles. To properly maintain the Town's infrastructure and continuously improve the quality of life for the community by protecting our water resources and by providing safe drinking water, state of the art disposal for our liquid and solid wastes, and safe travel on our roadways & sidewalks.

IMPORTANT NOTICE - PHONE NUMBER AND WEBSITE CHANGES

Please note that on November 18th, most of the Town of Andover municipal departments were upgraded to a new telephone system. The Town's primary number remains 978-623-8200 but most other numbers have changed. Police and Andover Fire Rescue numbers are not changing at this time.

On December 16th The Town launched an updated website, andoverma.gov. The new site incorporates a fresh look, improved navigation, and new interactive tools that will improve how we communicate with you and how you can interact with the Town of Andover. This launch is part of the Town's unification efforts to improve productivity and enhance customer service.

Please see our new numbers below. We have also linked shortcuts (visible in red) to our division webpages for easy access.

DID YOU KNOW– you can now sign up to receive Municipal Services news flash alerts? Get notified every time we post news on the Town's website by subscribing to our News List! Sign up on the Town's website to -

[Get Connected!](#)

DEPARTMENT OF MUNICIPAL SERVICES

PUBLIC WORKS' DIVISIONS

Administration/Business Office

Water Treatment Plant
397 Lowell Street
Main Office : (978) 623-8700
Fax: (978) 623-8799
Email: dpw@andoverma.gov
Regular office hours:
8:00 a.m. to 4:00 p.m. Monday -Friday

Engineering

978-623-8770

Highway

978-623-8800

Parks & Grounds and Forestry

978-623-8830

Spring Grove Cemetery

978-623-8840

Recycling & Solid Waste

978-623-8700

Water Distribution & Sewer Collection

978-623-8860

Water Treatment Plant

978-623-8700

PLANT & FACILITIES' DIVISIONS

Administration/Business Office

Town Offices
36 Bartlet St (located on the first level)
Main Office (978) 623-8702
Work Control Center (978) 623-8888
Fax: (978) 247-8798
Email: facilities@andoverma.gov
Service Center Hours:
7:00 AM - 4:30p.m. Monday - Friday
Regular office hours:
8:00 a.m. to 4:00 p.m. Monday -Friday
After Hour Emergencies :
Contact Andover Police Department (978) 475-0411

Building Maintenance

978-623-8730

Energy Management/Street Lighting

978-623-8760

Facility & Field Rentals

978-623-8727

Mechanical Electrical

978-623-8820

Vehicle Maintenance